

Information Disclosure Statement Transmittal Letter

Application No. 09/239,701

Attorney's Docket No. 025000-065

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<sup>16</sup>  
78. The inbound call processing system of claim <sup>15</sup> 77 further comprising screen pop-up software in the agent work station which presents said customer information.

79. The inbound call processing system for processing calls from users of web Pages having URLs, the system comprising:

a CLID lookup database containing telephone numbers of customers;

an ACD system for handling calls from users by distributing them to one of a plurality of agent workstations;

means for sensing all users querying different URLs in real time and doing a look-up into the CLID database to correlate CLIDs with URLs, and for providing for each call the URL to the agent handling the call from a given CLID.--

REMARKS

The new claims further define the scope of the invention to which Applicant is entitled. Support for the new claims may be found in the description as filed.

Favorable consideration and allowance is requested.

Respectfully submitted,

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